Green River District/Vernal Field Office Building Rewiring and Move to Voice Over IP

A Network Initiative
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Building Rewiring and Migration to Voice Over IP

℞ In approximately 2005, Congress passed the Energy Policy Act. This Act designated 7 offices in the Bureau, including the Vernal Field Office, as pilot energy offices. Because of this, our table of organization increased from approximately 100 to 203 employees.

℞ The building was remodeled and a second floor added. The network backbone wiring, however, was completed incorrectly. As a result, we now need to replace this wiring in preparation for the new telecommunications technology of Voice Over IP.

Example of existing wiring on 2nd floor.

Building Rewiring and Migration to Voice Over IP Managing by Network

Network Goal / Vision

Prepare for and deploy Voice Over IP telecommunications, keeping our technology current and up-to-date. Improve productivity, response time to public requests, and prepare for the future. Create flexibility, improved transmission speed and clarity.

Network Objectives

- Replace old inferior network wiring. – 2 months
- Stabilize the new network wiring. – 6 months
- Prepare for Voice Over IP (VoIP) telecommunications. – 2 months
- Deploy VoIP. – 1 week
- Stabilize the network and VoIP telecommunications. – 6 months

Formal and Informal Networks

➢ **Partners Under Contract**
- Certified Network Wiring Contractor

- Building Owner

➢ **Intra/Inter Agency Partners**
- Field Office Employees
- District Office Employees
- District and Field Management
- Utah State Office Specialists

Stage of Network Development

Because this project has been ongoing for nearly three years, we are currently working at the implementation phase. We are working with Utah State Office specialists for procurement of services from ATD, LLC., a professional network wiring company located in the Salt Lake City, Utah area. Once the contract has been set, work will move forward as outlined below.

Sept. 15-30	Materials to arrive at Vernal location for 2nd floor installation.
Oct. 3-28	2nd floor will be re-wired and tested.
Oct. 15-28	Materials to arrive at Vernal location for 1st floor installation
Nov. 4-Dec. 6	1st floor will be re-wired and tested.

We are also working with District and Field Office employees and management on interim work procedures and policies during the construction phase. The draft proposal and preferred alternative have been prepared and accepted by management.

Network Geography

This network operates in Vernal, Utah at the Green River District/Vernal Field Office location. Benefitees from this project cover a wide range of individuals, from employees who will have a more stable, reliable network and phone system to management who will no longer have issues with network problems. IT specialists' and Utah State Office specialists' workload will be altered in such a way as to provide better user support, systems management and productivity and interdisciplinary coordination efforts due to fewer support calls for network connectivity (wiring) and telecommunications issues. The greatest benefitee will be the general public with improved response times to requests as well as clarity and flexibilities provided by the Voice Over IP system.

Benefits of the Network

1. Current benefits of this network initiative include:

   ❖ Better coordination and cooperation between IT staff and employees at this location
   ❖ Greater trust of the IT organization (We really are here to help)

2. Future benefits of this network initiative are:

   ❖ Stability
   ❖ Reliability
   ❖ Greater Productivity by District/Field Office Staff (Less Down Time Caused by Inferior Wiring)
   ❖ Workload priorities shift for IT Staff
   ❖ Greater Capabilities/Potential
   ❖ Improved Telecommunications by Use of VoIP

Evaluating Network Potential and Performance

	Evaluation Criteria	Comments
1	Advance strategic priorities of the agency	President Barack Obama's initiative on technology, transparency and open Government.
2	Leverages funding	Alternatives for keeping employees online and productive; no down time
3	Demonstrates big-picture thinking	By improving stability, improves productivity, creativity, and public response time.
4	Demonstrates entrepreneurship	Replacement of incorrect wiring corrects backbone stability and also provides backbone for the new project of Voice over IP.
5	Management of formal agreements and contracts	Wiring Contract; Employee Action Plan; Adhere to timelines agreed to with management.
6	Demonstrates effective external and internal communication	All Employee briefings; Periodic employee emails; Employee Action Plan; Communication with Utah State Office; Communication with building owner and contractor.
7	Demonstrates accountability	Employee Action Plan; Formal proposal to management; Timeframes.
8	Potential as a network management model	Preparation for Voice Over IP and replacement of incorrect wiring contract with little or no disruption to employees or productivity.

Lessons Learned About Network Management

➢ Lessons Learned

   ➢ Always look at all alternatives
   ➢ Do your homework and be prepared when meeting with management.
   ➢ Keep the employees in the loop

➢ List one to two lessons learned about network management that changed the way you interact with partners and community representatives:

   ➢ Listen to EVERYONE. Don't negate any ideas. Someone else's ideas may be the best solution or may trigger something you have overlooked.
   ➢ Partners are not always necessarily external.
   ➢ Be Prepared!